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Application Designer - Untitled - RC CASE_HD.ENG(Page)

File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

RC CASE_HD.ENG (Page)

Page Designer Order

610

620

660

640

650

Ready

Build Find Object References Upgrade Results Validate

Product: Asset Tag: Summary: Description: Summary:

Name: Department: Phone Type: Email Type: Preferred Contact Method: Alt. Contact:

Business Unit: Location: Phone: Email: Preferred Contact Details:

Installed

610

620

660

640

650

Ready

Build Find Object References Upgrade Results Validate

Ready

FIG. 6

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Administer Personalization Opt-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Search Favorites History Home View Worklist Help Sign Out

Address http://localhost:7001/services/identity/peoplesoft/crm-start&

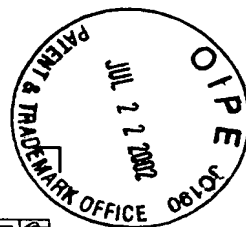
Home>PeopleTools>Maintain Security>Use>Administer Configuration

Administer Configuration Options

Option	Description	Image	Enable Option	Allow User Value	Default Value
ACCESS	Accessibility Features		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N
ADBTN	Tab over Add/Del Buttons(+/-)		<input type="checkbox"/>	<input type="checkbox"/>	
ADES	Afternoon designator (PM, pm)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	RM
CALBTN	Tab over Calendar Button		<input type="checkbox"/>	<input type="checkbox"/>	
CSYM	Currency Symbol		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$
CSYM	Currency Symbol		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	L
DCSP	Decimal Separator		<input checked="" type="checkbox"/>	<input type="checkbox"/>	.
DFRMT	Date Format		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	M
EXPENT	Expert Entry		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N
GRDTAB	Tab over Grid Tabs		<input type="checkbox"/>	<input type="checkbox"/>	
HDRICN	Tab over Header Icons		<input type="checkbox"/>	<input type="checkbox"/>	
LKPBTN	Tab over Lookup Button		<input type="checkbox"/>	<input type="checkbox"/>	
LITZONE	Local Time Zone		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	PST
MDES	Morning designator (AM, am)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	AM

Done Local intranet

FIG. 8



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1005

1010

1020

270

Home>PeopleTools>Maintain Security>Use>My Profile

General Profile Information

Opriid for CRM/SKT, CRM/QABAK

Password

Change password

Change or set up forgotten password help

Personalization

Changes to Personalization settings require you to log off and log back on in order to take effect.

My preferred language for reports and email is: English

Currency Code: ☐ ☒

Set Personalizations

Email

Email Address:

Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your routings.

Alternate User ID:

From Date: (example: 12/31/2000)

To Date: (example: 12/31/2000)

Miscellaneous User Links

Home View Worklist Help Sign Out New Window

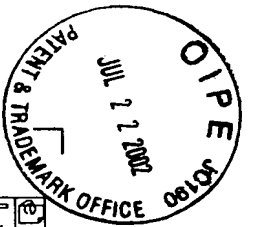
File Edit View Favorites Tools Help

Back Forward Search Favorites History Home

Address http://localhost:7001/series/c/clientservlet/peoplesoft/?cmd=star&

Local intranet

FIG. 10A



Administer Personalization Opt-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Search Favorites History Home W A B

Address http://localhost:7001/series/identityserver/peoplesoft/?cmd=startx

Home>PeopleTools>Maintain Security>Use>My Profile

PEOPLESOFT

Home View Worklist Help Sign Out

New Window

Personalization

Option	Default Value	Override Value
Accessibility Features	No	<input type="checkbox"/> Explain
Afternoon designator (PM, pm)	PM	<input type="text"/> Explain
Currency Symbol	\$	<input type="text"/> Explain
Currency Symbol Position	Leading	<input type="text"/> Explain
Decimal Separator	.	<input type="text"/> Explain
Date Format	MM/DD/YY	<input type="text"/> Explain
Date Separator	/	<input type="text"/> Explain
Local Time Zone	Pacific Time, Tijuana	<input type="text"/> Explain
Morning designator (AM, am)	AM	<input type="text"/> Explain
Multiple Row Insert	<input type="checkbox"/>	<input type="text"/> Explain
Save Configuration	Yes	<input type="text"/> Explain
Save Warning	Yes	<input type="text"/> Explain
Time Format	h:mm:ss(8:05 AM)	<input type="text"/> Explain
Time Separator	:	<input type="text"/> Explain
Thousand Separator	,	<input type="text"/> Explain
Use Local Timezone	Yes	<input type="checkbox"/> Explain

FIG. 10B



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Application Designer-Untitled-RC CASE, HD ENG(Page)

File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

RC_CASE_HD_ENG (Page)

Page Designer Order 1220 1230 1240 1240

1250

1210A

1210B

1210J

1210K

1210R

1210Z

Ln	Label	Type	Field	Record	Display Control	Related Field	Control Field	Page Field
1	0	SubPage	EMP_INFO_GBO	DERIVED_RC_C				
2	0	Employee Informa	EMPLID	DERIVED_RC_C				CUST_INTO_I
3	0	EMPLID	EMPLID	DERIVED_RC_C				
4	0	ContactID	CASE_CONTACT	RC_CASE				
5	0	Name	NAME_SEARCH	DERIVED_RC_C				
6	0	PersonID	PERSON_ID	RC_DRILLDOWN				
7	0	Business Unit	RC_BU_DESCR	DERIVED_RC_C				
8	0	Business Unit	BUSINESS_UNIT	RC_CASE				
9	0	Department	DEPTD	RB_WORKER				4
10	0	Location Code	LOCATION	RB_WORKER				4
11	0	Phone Type	PHONE_TYPE	DERIVED_RC_C				
12	0	Phone Type	PHONE_TYPE	RC_CASE				
13	0	Business Unit	BUSINESS_UNIT	DERIVED_RC_C				
14	0	Phone	PHONE	DERIVED_RC_C				
15	0	Extension	EXTENSION	DERIVED_RC_C				
16	0	Email Type	E_ADDR_TYPE	RC_CASE				
17	0	Email Type	E_ADDR_TYPE	RC_CASE				
18	0	Email	EMAIL_ADDR	DERIVED_RC_C				
19	0	Preferred Contact	RC_CONTACT_M	RC_CASE				
20	0	Preferred Contact	RC_CONTACT_I	DERIVED_RC_C				
21	0	Contact Details	RC_CONTACT_I	RC_CASE				
22	0	Contact	CONTACT_ID	RC_CASE				22
23	0	Alt Contact	ALT_NAME_SEA	RC_ALT_CNTC				
24	0	Problem Information	PROBLEM_IN	DERIVED_RC_C				PROBLEM_IN
25	0	Product	RC_PRODUCT_I	DERIVED_RC_C				
26	0	Product	PRODUCT_ID	RC_CASE				

Build Find Object References Upgrade Results Validate

Ready

C8800CA 1000

FIG. 12

1200

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255

1350

1340

1330

1335

PEOPLE

Address Info

Address Seq: 1

Address Detail

*Effective Date: 07/25/2001

*Address Type: Business

Description:

Country: USA

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

County:

State: CA

Time Zone: PST

Last Modified: 07/25/2001 2:36PM PDT VP1

*Status: Active

*Address ID: 1208

1330

Submit

1335

Phone Info

*Phone Type Description Primary Int'l Telephone

Business Desk 001 925 694 9479

View All First Last

Done

local intranet

FIG. 13A



Administer Personalization Opt-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Search Favorites History Home View Worklist Help Sign Out

Address: http://localhost:7001/serbia/clientservlet/peoplesoft/?cmd=start

PEOPLE

Address Info

Address Seq: 1

Address Detail

Effective Date: 07/25/2001

*Address Type: Business

Description:

Country: USA

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

Country:

State: CA

Time Zone: PST

Lost Modified: 07/25/2001 2:36PM PDT VP1

View All First Last

1360

1320

1330

1340

1350

255

Phone Info

*Phone Type: Desk

Business

Int'l Prefix: 001

Telephone: 925 694 9479

Extension:

View All First Last

Submit

1335

Local intranet

FIG. 13B




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1310

Address Detail

*Effective Date:	07/25/2001	*Status:	
*Address Type:	Business	*Address ID:	
Description:			
Country:	USA  United States		
Address 1:	Peoplesoft Parkway		

255

1360

1320

1350

FIG. 13C

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255

1350

1340

1310

Administer Personalization Opt-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Home View Worklist Help Sign Out

Address: http://localhost:7001/serlets/jalantieretel/peopleinfo/?cmd=starfile

PEOPLE

Address Info View All First 1 of 1 Last

*Address Seq: 1

Address Detail View All First 1 of 1 Last

*Effective Date: 07/25/2001

*Address Type: Business 1320 *Status: Active 1330

Description: 1340

Country: USA United States 1350

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

State: CA California

Postoi: 94505

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Submit 1335

Phone Info View All First 1 of 1 Last

*Phone Type Description Primary Prefix Int'l Telephone Phone Extension

Business Desk 001 925 694 9479

Done Local intranet

FIG. 130

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Self Service User Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Home W Y A B

Address http://localhost:7001/services/clientservice/peopleinfo/?cmd=start

Home PeopleTools>Maintain Security>Use>My Profile

Personalization

Option Default Value Override Value

Accessibility Features	No	<input checked="" type="checkbox"/> Explain
Tab over Add/Del Buttons (+/-)	No	<input checked="" type="checkbox"/> Explain
Afternoon designator (PM, pm)	PM	<input checked="" type="checkbox"/> Explain
Tab over Calendar Button	No	<input checked="" type="checkbox"/> Explain
Currency Symbol	\$	<input checked="" type="checkbox"/> Explain
Currency Symbol Position	Leading	<input checked="" type="checkbox"/> Explain
Decimal Separator	MM/DD/YY	<input checked="" type="checkbox"/> Explain
Date Format	/	<input checked="" type="checkbox"/> Explain
Date Separator	Pacific Time, Tijuana	<input checked="" type="checkbox"/> Explain
Local Time Zone	AM	<input checked="" type="checkbox"/> Explain
Morning designator (AM, am)	Yes	<input checked="" type="checkbox"/> Explain
Multiple Row Insert	Yes	<input checked="" type="checkbox"/> Explain
Save Configuration	Yes	<input checked="" type="checkbox"/> Explain
Save Warning	Yes	<input checked="" type="checkbox"/> Explain
Time Format	h:mm:ss(8:05 AM)	<input checked="" type="checkbox"/> Explain
Time Separator	:	<input checked="" type="checkbox"/> Explain
Thousand Separator		<input checked="" type="checkbox"/> Explain

Home View Worklist Help Sign Out

New Window

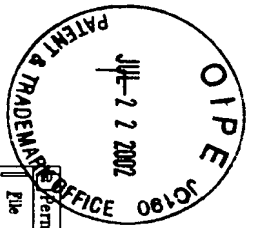
Load intranet

FIG. 13E

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Home>PeopleTools>Maintain_Security>Use>Permission Lists

Permission Lists - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Search Favorites History Home Stop A-Z Links

Address http://localhost:7001/secure/clientservlet/peopletools/?cmd=start&

Home View Worklist Help Sign Out

General Pages PeopleTools Process Sign-on Times

Permission List: ALLPANLS

Description: All Panels

Menu Name

Menu Name	Edit Components	+	-
ADMINISTER_SECURITY	Edit Components	+	-
APPLICATION_ENGINE	Edit Components	+	-
APPMONITOR	Edit Components	+	-
CALLCENTER	Edit Components	+	-
CIC_PAGELETS	Edit Components	+	-
CNV_SCHEMA_MAP	Edit Components	+	-
CRM_OPEN_WORKLIST	Edit Components	+	-
CRM_PORTAL_COMPONENTS	Edit Components	+	-
CRM_TRANSFORM_UTILITY	Edit Components	+	-
CTL_CONFIGURATION	Edit Components	+	-
CUBE_MANAGER	Edit Components	+	-
EDI_MANAGER	Edit Components	+	-
ESTABLISH_BUSINESS_UNITS	Edit Components	+	-
MAINTAIN_PRODUCT_CONFIGURATOR	Edit Components	+	-
MAINTAIN_SECURITY	Edit Components	+	-
MAINTAIN_SOLUTION	Edit Components	+	-

1495 1430 1440 1460

1420A 1450

1420B

1410

255

1420P

Done Local intranet

FIG. 14A



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FIG. 14B

1470

Grid Properties

General Columns Label Use

General Attributes

Main Record: PSACLMEMU

Page Field Name PSACLMEMU

Occurs Level: 1

Occurs Count: 15 1480

☒ Unlimited Occurs Count (rows) 1490

OK Cancel

270



FIG. 14C

225

1410
1420A
1420B
1420P
1420Q

PEOPLE
Soft

Home > PeopleTools > Maintain Security > User > Permission Lists

General Pages PeopleTools Process Sign-on Times (D)

Permission List: ALLPANLS

Description: All Panels

Find | View All First 1-45 of 65 Last

Menu Name	Edit Components	+ -
ADMINISTER_SECURITY	Edit Components	+ -
APPLICATION_ENGINE	Edit Components	+ -
APPMONITOR	Edit Components	+ -
CALLCENTER	Edit Components	+ -
CIC_PAGELETS	Edit Components	+ -
ONV_SCHEMA_MAP	Edit Components	+ -
CRM_OPEN_WORKLIST	Edit Components	+ -
CRM_PORTAL_COMPONENTS	Edit Components	+ -
CRM_TRANSFORM_UTILITY	Edit Components	+ -
CTI_CONFIGURATION	Edit Components	+ -
CUBE_MANAGER	Edit Components	+ -
EDI_MANAGER	Edit Components	+ -
ESTABLISH_BUSINESS_UNITS	Edit Components	+ -
MAINTAIN_PRODUCT_CONFIGURATOR	Edit Components	+ -
MAINTAIN_SECURITY	Edit Components	+ -
MAINTAIN_SOLUTION	Edit Components	+ -
MANAGE_INTEGRATION_RULES	Edit Components	+ -
MASS_CHANGE	Edit Components	+ -
VISION	Edit Components	+ -
PORTAL_ADMIN	Edit Components	+ -
PORTAL_COMPONENTS	Edit Components	+ -
PORTAL_PERS_HOMEPAGE	Edit Components	+ -
PROCESSMONITOR	Edit Components	+ -
PROCESS_SCHEDULER	Edit Components	+ -
QUERY_MANAGER	Edit Components	+ -
RA_CAMPAIGN_MANAGEMENT	Edit Components	+ -
RA_CM_STRUCTURE	Edit Components	+ -
RB_DEFINE_PRODUCTS	Edit Components	+ -
RB_GENERAL_OPTIONS	Edit Components	+ -
RB_INTEGRATION_OPTIONS	Edit Components	+ -
RB_MANAGE_COMPETENCIES	Edit Components	+ -
RB_MANAGE_CUSTOMER_INFORMATION	Edit Components	+ -
RB_MANAGE_WORKFORCE	Edit Components	+ -
RB_PROCESS_INBOUND_TRANS	Edit Components	+ -
RB_STRUCTURE_SEARCHING	Edit Components	+ -
RB_WORKER_CALENDAR	Edit Components	+ -
RC_SELF_SERVICE	Edit Components	+ -
RC_SOLN_MGMT	Edit Components	+ -
REPORT_BOOKS	Edit Components	+ -
REPORT_MANAGER	Edit Components	+ -
RF_AGREEMENTS	Edit Components	+ -
RF_DEFINE_ITEMS	Edit Components	+ -
RF_DEFINE_ITEM_CONTROLS	Edit Components	+ -
RF_MAINT_ENTITLEMENTS	Edit Components	+ -
RF_MANAGE_RMA	Edit Components	+ -
RF_SERVICE_ORDER	Edit Components	+ -
RF_STRUCTURE	Edit Components	+ -
RI_CIC_HOME	Edit Components	+ -
RI_INTERACTION	Edit Components	+ -
RI_SETUP	Edit Components	+ -
RM_DELTA_UTILITY	Edit Components	+ -
RSF_FORECAST	Edit Components	+ -
RSF_LEADS	Edit Components	+ -
RSF_OPPORTUNITY	Edit Components	+ -
RSF_PRTL	Edit Components	+ -
RSF_SETUP_TABLES	Edit Components	+ -
RSF_TERRITORY	Edit Components	+ -
STRUCTURE_PROCESS_AUTOMATION	Edit Components	+ -
STRUCTURE_RC	Edit Components	+ -
TRANSLATE	Edit Components	+ -
EDI_MANAGER	Edit Components	+ -
TREE_MANAGER	Edit Components	+ -
UTILITIES	Edit Components	+ -
WORKFLOW_ADMINISTRATOR	Edit Components	+ -
WORKLIST	Edit Components	+ -

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FIG. 17A

275

Component Properties

General Use Internet

Search Page

Primary Action ☐ New ☒ Search

Default Search Action: Update Display

Default Search/Lookup Type: ☒ Basic ☐ Advanced

☒ Allow Action Mode Selection

Link To Access Add Page-- Message Set/Nbr: 124 62

Link To Access Search Page-- Message Set/Nbr: 124 63

Instructional Text-- 1710 Message Set/Nbr: 124 50

Multi-Page Navigation

☒ Display Folder Tabs (top)

☒ Display Hyperlinks (bottom)

Processing Mode

☒ Interactive ☐ Deferred

☒ Allow Expert Entry 1730

Toolbar

Selected Toolbar Actions: 1720

☒ Save

☐ Return to List

☐ Next in List

☐ Previous in List

☐ Next Page in Component

☐ Previous Page in Component

☒ Refresh

☒ Disable Toolbar:

☐ View Worklis

☐ Next in WorkList

☐ Previous in WorkList

☐ Add

☐ Update/Display

☐ Update/Display All

☐ Correction

1740

OK Cancel



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FIG. 17B

255

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://localhost:7001/services/clientarea/peoplesoft8/?cmd=start&>

Search History Favorites

Home View Worklist Help Sign Out

PEOPLE Soft

Address Info View All First 1 of 1 Last

*Address Seq: 1

Address Detail View All First 1 of 1 Last

*Effective Date: 07/25/2001

*Status: Active

*Address Type: Business

*Address ID: 1208

Description:

Country: USA United States

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

County:

State: CA California

Postal: 94505

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Submit

Expert Entry 1760

Phone Info View All First 1 of 1 Last

*Phone Type Description Primary Prefix Int'l Telephone Phone Extension

Business Desk [X] [001] [925 694 9479]

Done Local intranet